



Driven to Explore

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IMPORTANT RECALL INFORMATION #40521

JULY 2004

Dear Valued Fleetwood Travel Trailer Customer:

This notice is sent to you in accordance with the requirements of the National Highway Traffic and Motor Vehicle Safety Act. Please read the important information contained in this Recall Notification in its entirety. You may have already returned your vehicle for repairs performed under a previous recall #31028 intended to provide the correct torque specifications and emphasize the importance of following the torque procedure as a maintenance item as outlined in the Owner's Manual. Fleetwood is asking all customers identified in this separate recall #40521 to contact their selling dealership to have these recall repairs performed.

Fleetwood Enterprises, Inc. on behalf of its subsidiary manufacturing centers located in Pendleton, Oregon; La Grande, Oregon; Longview, Texas; Rialto, California; Crawfordsville, Indiana; Edgerton, Ohio; Campbellsville, Kentucky; Hancock, Maryland; and Lindsay, Ontario, Canada has decided that a defect which relates to motor vehicle safety exists in certain 2002 and 2003 model year Pride and Triumph conventional and fifth wheel travel trailers, and 2004 model year Pride, Triumph, Prowler, Wilderness, Terry, Mallard and Pioneer conventional and fifth wheel travel trailers equipped with aluminum wheels.

WHAT IS THE PROBLEM?

Specifically, certain 2002 and 2003 Pride and Triumph conventional and fifth wheel travel trailers and 2004 Pride, Triumph, Prowler, Wilderness, Terry, Mallard and Pioneer conventional and fifth wheel travel trailers may not have had the proper wheel lug nut torque applied to the optional Aluminum Wheel before leaving the manufacturing plant. Additionally, excessive paint applied to the mating surface of the hub may cause the lug nuts to be more sensitive to loosening during the initial settling-in of components and after a wheel has been removed for service (at any time during the life of the conventional or fifth wheel travel trailer). It is critical that Owners/Users of vehicles equipped with aluminum wheels must strictly adhere to the torque procedures.

Certain Owner's Manuals provided incorrect torque values. Proper wheel lug nut torque is important for safe and dependable towing. It is critical to apply and maintain proper wheel lug nut torque on conventional and fifth wheel travel trailer axles. The conditions noted above can increase the risk of wheel separation and result in a crash or personal injury.

IMPORTANT

As part of this recall procedure all four wheels on your conventional or fifth wheel travel trailer will be removed to perform the recall repairs. It is critical that you follow the torque procedure and check the lug nut torque on all four wheels upon departure from the dealership. A torque wrench must be used to check torque. Please refer to the attached Owner's Manual Supplement for the proper torque procedure and torque specification.

WHAT WILL FLEETWOOD DO?

Fleetwood will provide at no charge to the customer:

- An updated Owners Manual Supplement (provided with this letter)
- Recall Repair Procedure (To be performed at your Authorized Selling/Service Fleetwood Dealership)
 - Inspection and repair, or replacement, of any damaged wheels, lug nuts, lug studs and mating surfaces
 - Removal of paint film from mating surfaces

WHAT SHOULD YOU DO?

Since this defect affects motor vehicle safety, it is recommended that you immediately have your fifth wheel or conventional travel trailer repaired by contacting your selling dealer and make an appointment to have the repairs performed.

At the time of your appointment, the dealer will perform the recall repairs that are described above. After the recall repair procedure has been performed, a dealership representative will instruct and demonstrate to you how to properly tighten and check the lug nut torque on your fifth wheel or conventional travel trailer.

The total length of time your fifth wheel will be out of service will depend on the dealer's work schedule at the time of repairs.

Maintaining proper torque is the Owner's/User's responsibility. The Owner/User may check proper torque by using a torque wrench or have the torque checked at any authorized Fleetwood repair facility, or most automotive repair facilities. If for any reason during these repairs, the Owner/User would like to have the dealership recheck the torque, the Owner/User may elect to return to the servicing dealership to verify that the torque is set correctly.

If you have had this concern corrected previously, you may be eligible for reimbursement of your cost for the repair. For more information regarding this recall #40821, contact Fleetwood Owner Relations at (800) 509-3418, Monday through Friday, 7am until 4pm, Pacific Time.

When you deliver your travel trailer for repairs, your dealer will complete a Fleetwood Repair Order. Upon completion of the repair, please sign the Fleetwood Repair Order and fill out the enclosed, self-addressed *Vehicle Information Update Card* and return it to Fleetwood. Additionally, since this repair requires the removal of all four "Aluminum Wheels", you will need to observe the torque procedure for wheels that have been removed or replaced for service.

If you have changed your address or sold the conventional or fifth wheel travel trailer, please take a moment to provide the name and address of the person or dealership you sold it to on the enclosed *Vehicle Information Update Card*, and return it to Fleetwood. That way we can update our records, and if necessary, notify the new owner using the information you provide.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you are unable to obtain the specified repair promptly and without charge, please contact:

Fleetwood Owner Relations - Recall 40621
2350 Fleetwood Drive
Riverside CA 92509
(800) 608-3418

If you believe that the dealer and/or Fleetwood Enterprises, Inc. have failed or have been unable to remedy the defect without charge or within a reasonable period of time, you may submit a complaint to:

Administrator
National Highway Traffic Safety Administration
400 Seventh Street S.W.
Washington, DC 20590

Or call the toll-free
Auto Safety Hotline at (888) 327-4236

Fleetwood Enterprises, Inc. is taking these steps in the interest of your safety. We regret any inconvenience this may cause you.

Sincerely,

FLEETWOOD ENTERPRISES, INC.

Tina Inkrote
Service Coordinator
Recreation Vehicle Division

Fleetwood Conventional and Fifth Wheel Travel Trailer Owner's Manual Supplement

Wheel Lug Nut Torque Information Steel and Aluminum Wheels

This Owner's Manual Supplement is to be used in conjunction with the Owner's Manual supplied with your conventional or fifth wheel travel trailer.

This Owner's Manual Supplement contains information that was incorrect and/or incomplete in your Owner's Manual.

Wheel Lug Nut Torque Specifications

Wheel	Type	Size	Lug	Recommended Torque
Steel Wheel 13 x 4.5 x 545 AW	Spoke	13	5	80 - 90 ft.-lbs.
Steel Wheel 14 x 5.5 x 545 AW	Spoke	14	5	80 - 90 ft.-lbs.
Steel Wheel 115 x 5 x 545 AW	Spoke	15	5	80 - 90 ft.-lbs.
Steel Wheel 115 x 6 x 655 AW	Spoke	15	5	80 - 90 ft.-lbs.
Steel Wheel 116 x 6 x 655 AW	Spoke	16	6	90 - 100 ft.-lbs.
Aluminum Wheel 15 x 7 x 655	Spoke	15	6	110 - 120 ft.-lbs.
Aluminum Wheel 16 x 7 x 655	Spoke	16	6	110 - 120 ft.-lbs.
Aluminum Wheel 15 x 6 x 545	Modular	15	6	110 - 120 ft.-lbs.
Aluminum Wheel 15 x 6 x 655	Modular	15	6	110 - 120 ft.-lbs.
Aluminum Wheel 16 x 6 x 655	Modular	16	6	110 - 120 ft.-lbs.

Mounting the Wheel

Place the wheel on the wheel mounting surface. Replace the wheel lug nuts with the rounded end of the lug nut toward the wheel. Tighten each lug nut by hand until the wheel is held against the wheel mounting surface. Lower the tire to the ground. Tighten the lug nuts to an initial 60 ft.-lbs., and then to the final torque specification.

Before each trip be sure to check and tighten the wheel lug nuts if necessary to the torque specification. If a wheel has been removed or replaced check the torque again at 10, 25, and 50 miles of initial road use.

Wheel Lug Nut Tightening Sequence



NOTE: USE A TORQUE WRENCH TO TIGHTEN LUG NUTS. HAND-TIGHTEN BY TIGHTENING WITH AN IMPROPER TIGHTENING IS NOT RECOMMENDED.

! Warning

If not properly tightened, loose lug nuts can damage the stud and/or wheel. If driven in this condition for any extended period, severe wheel damage or loss could occur affecting the handling of your trailer.